



सरकारी गजट, उत्तराखण्ड

उत्तराखण्ड सरकार द्वारा प्रकाशित

रुड़की

खण्ड-४] रुड़की, शनिवार, दिनांक 21 अप्रैल, 2007 ई० (विकाख ०१, 192९ शक समवत) [संख्या-१६

विषय-सूची

प्रत्येक माग के पृष्ठ अलग-अलग दिये गए हैं, जिससे उनके अलग-अलग खण्ड बन सकें

विषय	पृष्ठ संख्या	वार्षिक बन्दा
सम्पूर्ण गजट का मूल्य	—	४०
माग १—विज्ञप्ति—अवकाश, नियुक्ति, स्थान-नियुक्ति, स्थानान्तरण, अधिकार और दूसरे वैयक्तिक नोटिस	—	3075
माग १—क—नियम, कार्य-विधियाँ, आज्ञाएँ, विज्ञप्तियाँ इत्यादि जिनको उत्तराखण्ड के राज्यपाल बहोदर, विभिन्न विभागों के अध्यक्ष तथा राज्यस्व परिषद् ने जारी किया	८१-८८	1500
माग २—आज्ञाएँ, विज्ञप्तियाँ, नियम और नियम विधान, जिनको केन्द्रीय सरकार और अन्य राज्यों की सरकारों ने जारी किया, हाई कोर्ट की विज्ञप्तियाँ, भारत सरकार के गजट और दूसरे राज्यों के गजटों के संदर्भ	१२९-१९९	1500
माग ३—स्वायत्त शासन विभाग का क्रोड-पत्र, नगर प्रशासन, नोटीफाइड एरिया, टाउन एरिया एवं निर्वाचन (स्थानीय निकाय) तथा पंचायतीराज आदि के निदेश जिन्हें विभिन्न आयुक्तों अथवा जिलाधिकारियों ने जारी किया	—	975
माग ४—निदेशक, शिक्षा विभाग, उत्तराखण्ड	—	975
माग ५—एकाउन्टेन्ट जनरल, उत्तराखण्ड	—	975
माग ६—बिल, जो मार्तीय संसद में प्रस्तुत किए गए वा प्रस्तुत किए जाने से पहले प्रकाशित किए गए तथा इलेक्ट्र कमेटियों की रिपोर्ट	—	975
माग ७—इलेक्शन कमीशन औफ इण्डिया की अनुविहित तथा अन्य निर्वाचन सम्बन्धी विज्ञप्तियाँ	—	975
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स्टोर्स पर्चेज—स्टोर्स पर्चेज विभाग का क्रोड-पत्र आदि	—	1425

भाग १

विज्ञाप्ति-आवकाश, नियुक्ति, स्थान-नियुक्ति, स्थानान्तरण, अधिकार और दूसरे वैयक्तिक नोटिस

गृह विभाग

अधिसूचना
(शक्ति)

०५ मार्च, २००७ ई०

संख्या 29/XX(2)/07-109/परी/04-राज्यपाल दण्ड प्रक्रिया संहिता, 1973 (अधिनियम संख्या 2, सन् 1974) की धारा 21 के अधीन प्रदत्त शक्ति का प्रयोग करके, कुमाऊँ विश्वविद्यालय, नैनीताल की जनपद नैनीताल, ऊर्धमण्डि नगर, अल्मोड़ा, बागेश्वर, पिथौरागढ़ तथा दम्पावत जनपदों में स्थित विभिन्न महाविद्यालयों में दिनांक 28-३-२००७ से १९-५-२००७ तक आयोजित होने वाली परीक्षा के लिए, सभी परीक्षा केन्द्रों के केन्द्र व्यवस्थापकों को एतद्वारा कार्यपालक मजिस्ट्रेट, नियुक्त करते हैं, जो विशेष कार्यपालक मजिस्ट्रेट कहलाएंगे और उन्हें ऐसी सभी शक्तियाँ प्रदान करते हैं, जो उक्त संहिता के अधीन कार्यपालक मजिस्ट्रेट को प्रदान की जा सकती हैं, जिनका वे उन परीक्षा केन्द्रों की सीमा के अन्तर्गत क्षेत्रों में उपयोग कर सकेंगे, जिनके वे केन्द्र व्यवस्थापक हैं।

आज्ञा से,

एन० एस० नपलच्छाल,
प्रमुख सचिव।

In pursuance of the provisions of Clause (3) of Article 348 of the Constitution of India, the Governor is pleased to order the publication of the following English translation of notification no. 29/Home(2)/07/109/Exam/2004, dated March 05, 2007 for general information :

NOTIFICATION
(Power)

March 05, 2007

No. 29/Home(2)/07/109/Exam/2004—In exercise of the powers conferred under section 21 of the Code of Procedure, 1973 (Act No. 2 of 1974), the Governor is pleased to appoint the Superintendents of all the Examination Centres of Kumaon University at its centres in District Nainital, Udhamsingh Nagar, Almora, Bageshwar, Pithoragarh and Champawat for the Examination being conducted from 28-3-2007 to 19-5-2007, as Executive Magistrates, who shall be called Special Executive Magistrates, and confer all such powers on them as may be conferred on Executive Magistrates under the said Code, which they may use within the area of Examination Centres of which they are Superintendents.

By Order,

MANJUL KUMAR JOSHI,
Addl. Secretary.

वित्त विभाग

अधिसूचना

०९ अप्रैल, २००७ ई०

संख्या 214/XXVII(8)/वाणिज्य कर (वैट)/2007—चूंकि, राज्य सरकार की राय है कि राज्य में माल आयात किये जाने के पश्चात् राज्य में उनकी बिक्री के सम्बन्ध में उत्तरांचल मूल्य वर्धित कर अधिनियम, 2005 के अधीन देय कर तथा अन्य देयों के अपवर्धन को रोकने की दृष्टि से ऐसा करना आवश्यक एवं सभीचीन है;

अतएव, अब, पूर्व अधिसूचना संख्या 742/XXVII(8)/वाणिज्य कर(वैट)/2006, दिनांक 12-10-2006 के क्रम में उत्तराखण्ड मूल्य वर्धित कर अधिनियम, 2005 की धारा 47 द्वारा प्रदत्त शक्ति का प्रयोग करके राज्यपाल, इस अधिसूचना के राजपत्र में प्रकाशन की तारीख से उत्तराखण्ड राज्य में निम्नलिखित जांच चौकियों की स्थापना निम्नलिखित अनुसूची में विविरित स्थानों पर करने की सहर्ष स्वीकृति प्रदान करते हैं :-

अनुसूची

क्र० सं०	जनपद का नाम	भाग का नाम	गाँव/कस्बा या नगर का नाम, जिसके निकट जांच चौकी स्थापित की जायेगी	निकटतम नगर का नाम तथा उससे जांच चौकी की दूरी
1	2	3	4	5
1.	हरिद्वार	साहारनपुर-सिंहकी-झबरेडा- मंगलौर	झबरेडा	मंगलौर से 11 से 12 किमी० की दूरी पर सिंहकी की ओर।
2.	हरिद्वार	देवबन्द-लखनीता भाग	गोकुलपुर	मंगलौर से देवबन्द की ओर 10 से 11 किमी० के मध्य।
3.	हरिद्वार	पुरकाजी-लक्ष्मण भाग	खानपुर	लक्ष्मण से पुरकाजी की ओर 14 से 15 किमी० के मध्य।
4.	लधमसिंह नगर	जासपुर-भूतपुरी भाग	नादेही (नादेही बीराहा)	जासपुर से 5 से 6 किमी० के मध्य भूतपुरी की ओर।
5.	लधमसिंह नगर	सितारगंज-पीलीभीत भाग	सरकड़ा	सितारगंज से 7 से 8 किमी० के मध्य पीलीभीत की ओर।
6.	लधमसिंह नगर	संजयनगर गहसोष मोड़- विलासपुर भाग	रतनपुरा	गदरपुर से 7 से 8 किमी० के मध्य विलासपुर की ओर।

आज्ञा से,

आलोक कुमार जैन,
प्रमुख सचिव वित्त।

In pursuance of the provisions of Clause (3) of Article 348 of the Constitution of India, the Governor is pleased to order the publication of the following English translation of notification no. 214/XXVII(8)/Vanijya Kar(VAT)/2007, dated April 09, 2007 for general information:

NOTIFICATION

April 09, 2007

No. 214/XXVII(8)/Vanijya Kar(VAT)/2007, --WHEREAS, the State Government is of the opinion that it is necessary and expedient so to do with a view to preventing evasion of tax and other dues payable under the Uttarakhand Value Added Tax Act, 2005, in respect of the sale of goods within the State after their import into the State,

Now, THEREFORE, in exercise of the powers conferred by section 47 of the Uttarakhand Value Added Tax Act, 2005, and in continuation of previous notification no. 742/XXVII(8)/Vaniya Kar (VAT)/2006, dated 12 October, 2006 the Governor is pleased to allow to establish with effect from the date of publication of this notification in the Gazette, the following check post in the State of Uttarakhand at the places specified in the table below:-

TABLE

Sl. No.	Name of the district	Name of the road	Name of the village/town or city near which check- post will be established	Name of the nearest city and distance of checkpost therefrom
1	2	3	4	5
1.	Hardwar	Saharanpur-Sidki-Jhabreda- Manglore	Jhabreda	Between 11 to 12 km from Manglore towards Sidki
2.	Hardwar	Devband-Lakhnota	Gokulpur	Between 10 to 11 km from Manglore towards Devband
3.	Hardwar	Purkaji-Lakshar	Khanpur	Between 14 to 15 km from Laksar towards Purkaji
4.	Udham Singh Nagar	Jaspur-Bhootpuri	Nadehi (Nadehi Choraha)	Between 5 to 6 km from Jaspur towards Bhootpuri
5.	Udham Singh Nagar	Sitarganj-Pilibhit	Sarkada	Between 7 to 8 km from Sitarganj towards Pilibhit
6.	Udham Singh Nagar	Sanjaynagar Mahtash Curve-Vilaspur	Ratanpura	Between 7 to 8 km from Gadarpur towards Vilaspur

By Order,

ALOK KUMAR JAIN,
Principal Secretary, Finance

विधायी, संसदीय कार्य एवं भाषा विभाग

अधिसूचना

10 अप्रैल, 2007 ई०

संख्या 1044 / XXXVI(3) / 2007-उत्तराखण्ड के राज्यपाल की यह राय है कि उत्तराखण्ड राज्य की विधान सभा में आंग्ल-भारतीय समूदाय का प्रतिनिधित्व आवश्यक है और उसका प्रतिनिधित्व पर्याप्त नहीं है;

अतः, उत्तराखण्ड के श्री राज्यपाल "भारत का सविधान" के अनुच्छेद 333 के अन्वर्गत उनको प्रदत्त की गयी शक्तियों का प्रयोग करते हुए मिठो कारेन हिल्टन, शलोम हास्टल, द्वारा लिटिल विनस स्कूल बेस्ट केनाल रोड, माजरा, पो० देहरादून को उत्तराखण्ड विधान सभा में सदस्य के रूप में नाम निर्दिष्ट करते हैं।

आज्ञा से,

श्रीमती इन्दिरा आशीष,
सचिव।

In pursuance of the provisions of Clause (3) of Article 348 of the Constitution of India, the Governor is pleased to order the publication of the following English translation of notification no. 1044/XXXVI(3)/2007, dated April 10, 2007 for general information:

NOTIFICATION

April 10, 2007

No. 1044/XXXVI(3)/2007, –WHEREAS, the Governor of Uttarakhand is of the opinion that the Anglo-Indian community representation is expedient and its representation is not sufficient in the Uttarakhand Legislative Assembly;

Now, THEREFORE, in exercise of the powers conferred on him by Article 333 of the 'Constitution of India' the Governor of Uttarakhand is pleased to nominate Ms. Karen Hilton, Shalom Hostel, C/o Little Winners School, West Canal Road, Mazra, Post Dehradun to be a member of the Uttarakhand Legislative Assembly.

By Order,

Smt. INDIRA ASHISH,
Secretary.



सरकारी गजट, उत्तराखण्ड

उत्तराखण्ड सरकार द्वारा प्रकाशित

रुक्मी, शनिवार, दिनांक 21 अप्रैल, 2007 ई० (दिशाख ०१, १९२९ शक सम्वत)

भाग १-क

नियम, कार्य-विधिया, आज्ञाएं, विधिपूर्ण इत्यादि जिनको उत्तराखण्ड के राज्यपाल भ्रष्टाचार, विभिन्न विभागों के कार्यकाल तथा राजस्व परिवद् ने जारी किया

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

80 Vasant Vihar, Phase-I, Dehradun

Notification

April 17, 2007

No. F-9(15)/RG/UERC/2007/..६९..... - In exercise of powers conferred under Section 181 read with Section 57 of the Electricity Act 2003, and the Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

1 Short title, commencement and interpretation

- (1) These Regulations may be called Uttarakhand Electricity Regulatory Commission (Standards of Performance) Regulations, 2007.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all its consumers in the Uttarakhand.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Indian Electricity Rules, 1956 and any CEA regulations in this regard.

2 Definitions

(1) In these Regulations, unless the context otherwise requires:

- a) "Act" means the Electricity Act, 2003.
- b) "Area of Supply" means the geographic area within which Licensee is for the time being authorized by his license to supply electrical energy.
- c) "Billing cycle" means the period for which the bill is raised.
- d) "Breakdown" means an occurrence relating to the equipments of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning.
- e) "CEA" means the Central Electricity Authority.
- f) "Commission" means Uttarakhand Electricity Regulatory Commission.
- g) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.
- h) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 157 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector.
- i) "Electricity Rules" means the Indian Electricity Rules, 1956 to the extent saved by the Act or the rules made under the Electricity Act thereafter.
- j) "Government" means the Government of Uttarakhand.
- k) "Licensee" means any person licensed under Part IV of the Act.
- l) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation permissible under the Electricity Rules.
- m) "Meter" means a device suitable for recording consumption of electrical energy supplied or any other parameter during any specified period and shall include, wherever applicable, other associated equipment such as CT, PT etc. necessary for such recording.

It shall also include any seal or sealing arrangement provided by the Licensee for preventing unauthorised use of electricity.

- n) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.
- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act / Electricity Rules/Tariff Order shall bear the same meaning as in the Act/ Electricity Rules/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

3 Guaranteed and Overall standards of performance

- (1) The Standards specified in the Schedule - I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, and the Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.
- (2) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule - I and Schedule -II by a general or special order

4 Compensation

- (1) The Licensee shall be liable to pay to the affected consumers compensation specified in Schedule - III for Licensee's failure to meet the Guaranteed Standards of Performance specified in Schedule - I. The compensation shall be paid by the Licensee in the manner specified in Schedule III.
- (2) The Licensee shall pay the compensation referred to under sub-regulation (1) above by way of adjustment in the current or future electricity bill(s) as laid out in Schedule-III.

5 Information on Standards of Performance

- (1) For Guaranteed Standards, Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information:
 - a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
 - b) The number of cases in which compensation were payable under Regulation (4) above, and the aggregate amount of the compensation payable and paid by the Licensee;
 - c) The number of claims made by the consumer against the licensee for failure to meet the Guaranteed Standards of Performance and the action taken by the Licensee including the reasons as to delay in payment, or non-payment of compensation for such claims; and
 - d) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's targets of improved performance for the ensuing year.
- (2) The monthly reports under sub-regulation (1) shall be furnished to the Commission within 15 days of the close of the month and the annual report under the sub-regulation (1) shall be furnished to the Commission within 30 days of the close of the financial year.
- (3) The Licensee shall furnish to the Commissions, in a report for every quarter and in a consolidated annual report for each financial year, the following information as to the Overall Standards of Performance:
 - a) The level of performance achieved with reference to those specified in Schedule – II to this regulation; and
 - b) The measures taken by the licensee to improve performance in the areas covered by Overall Standards and licensee's targets of improved performance for the ensuing year.
- (4) The Quarterly reports under sub-regulation (3) shall be furnished to the Commission within 15 days of the close of the quarter and the annual report under the said sub-regulation (3) shall be furnished to the Commission within 30 days of the close of the financial year.

(5) The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by Licensees under this Regulation.

6 Exemption

- (1) The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire affecting the Licensee's installations.
- (2) Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the Distribution Licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to grid failure, a fault on the Transmission Licensee's network or on account of instructions given by SLDC, over which the Distribution Licensee has no reasonable control.
- (3) The Consumer Grievances Redressal Forum (CGRF) may by a general or special order after hearing the Licensee and the affected consumer(s) / consumer groups, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the CGRF is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations. Such cases shall be reported by CGRF to Commission on monthly basis.

SCHEDULE - 1

7 Guaranteed Standards of Performance

7.1 Restoration of Power Supply

Nature of cause of power supply failure	Maximum Time Limit for restoration
1.1) Fuse blown out or MCB tripped	Within 4 hours for Urban areas Within 8 hours for Rural areas
2) Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas
1.3) Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours
1.4) Distribution transformer failed/burnt	Temporary Supply to be restored within 4 hours from alternate source, wherever feasible Replacement of failed transformer:
	within 24 hours in planes within 48 hours in Hilly areas
1.5) HT mains failed	Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible
1.6) Problem in grid (33 kV or 66 kV) substation	Rectification of fault within 12 hours Temporary restoration of power supply within 4 hours, wherever feasible.
	Repair and restoration of supply within 48 hours
1.7) Failure of Power Transformer	Restoration of supply from alternate source, within 6 hours, wherever feasible Roster load shedding may be carried out to avoid overloading of alternate source
	Rectification action plan to be intimated to the Commission within 72 hours
	Rectification to be completed within 15 days
	Restoration of supply from alternate source, within 6 hours, wherever feasible Roster load shedding may be carried out to avoid overloading of alternate source.

Note: Licensee shall make arrangements to provide alternate supply to all areas, plans within 6 months and in hills within one year from date notification of these Regulations and plans.

7.2 Quality of Power Supply

7.2.1 Voltage variations:

(1) The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder with reference to declared voltage:

- In the case of Low Voltage, +6% and -6%;
- In the case of High Voltage, +6% and -9%; and,
- In the case of Extra High Voltage, +10% and -12.5%

(2) The voltage problem shall be resolved with the time limits specified in Table given below:

No	Cause of problem related to voltage variation	Time limit for the rendering service
1.	Local problem	Within 4 hours
2.	Tap of transformer	Within 3 days
3.	Repair of distribution line transformer, capacitor	LT system within 30 days, HT system within 120 days Capacitor within 30 days.
4.	Installation & Up-gradation of IIT / LT System	Within 180 days

7.2.2 Harmonics

Requirements will be specified separately at an appropriate time after conducting a detailed study.

7.3 Complaints about meters

Subject to the Provisions of UERC (The Electricity Supply Code) Regulations, 2007

Nature of complaint	Time to be taken by Licensee
Complaint lodged for accuracy test of meter	Within 30 days of receiving the complaint, the Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for defective / stuck meter	Within 30 days of receiving the complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for burnt meter	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within 3 days

7.4 Transfer of Consumer's connection and conversion of services

The Licensee shall give effect to transfer of consumer's connection, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

Nature of request	Time to be taken by Licensee
Change of consumer's name due to change in ownership/occupancy for property	Change shall be effected in two billing cycles.
Transfer of consumer's name to legal heir	Change shall be effected in two billing cycles
Load reduction	Licensee, after verification, shall sanction the reduced load within 30 days after receipt of the application.
Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application.

7.5 Complaints about consumer's bills

Nature of complaint	Time to be taken by Licensee
Complaints on billing	Licensee shall acknowledge the complaint immediately if received in person or within 3 days from the date of receipt if received by post. If no additional information is required, Licensee shall resolve the complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case any additional information is required the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint.
Final bill for vacation of premises/change of occupancy	The consumer shall make a request to the Licensee for a special reading at least 7 days in advance before the premises are to be vacated or change of occupancy and the Licensee shall arrange for a final bill to be delivered, including arrears if any, at least 3 days before the vacation of the premises or change of occupancy. It is the consumer's responsibility to make the payment before the vacation of the premises.

7.6 Issues relating to disconnection/ reconnection of supply

Issue under consideration	Time to be taken by Licensee
Non payment of dues by the consumer	Licensee to give 15 days notice to pay the dues and if not paid the Licensee may disconnect the consumer's installation on the expiry of the notice period
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges. However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill including all arrears up to the date of billing, within 5 days of receiving such request.

7.7 The time limits prescribed in this schedule will be computed from the time when the complaint is filed with the designated offices of the licensee or at the call centers.

SCHEDULE-II

8 Overall Standards of Performance

- (1) **Normal fuse-off calls:** The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub-paragraph 11 of Schedule-I to total calls received not less than 99%.
- (2) **Line Breakdowns:** The Licensee shall ensure restoration of power supply within the time limits prescribed in sub-paragraph 13 of Schedule-I. The Licensee shall achieve this standard of performance in at least 95% of the cases.
- (3) **Distribution Transformer Failures:** The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub-paragraph 14 of Schedule-I to the total distribution transformers failed not less than 95%.

(4) **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in advance and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6.00PM. The Licensee shall achieve both of these standards of performance in at least 95% of the cases.

(5) **Reliability Indices:** The following reliability outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices to the Commission from 2005-06 onwards:

- System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.
- System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value as per the formula and methodology specified below.
- Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.

(6) **Method to compute Distribution System Reliability Indices:** The Indices shall be computed for the Discos as a whole by stacking for each month all the 11KV/33KV feeders in the supply area, excluding those serving predominantly agricultural loads and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae

$$1. \text{SAIFI} = \frac{\sum_{i=1}^n (A_i * N_i)}{N} \quad \text{Where,}$$

A = Total number of sustained interruptions (each longer than 1 minute) on i^{th} feeder for the month

N = Connected load of i^{th} feeder affected due to each interruption

N_i = Total connected load at 11KV in the Distribution Licensee's supply area

n = number of 11KV feeders in the licensed area of supply (ex. taking those serving predominantly agricultural loads)

$$2. \text{ SAIDI} = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

 N_i

B_i - Total duration of all sustained interruptions on ith feeder for the month.

N_i - Connected load of ith feeder affected due to each interruption

N_t - Total connected load at 11KV in the Distribution Licensee's supply area

n - number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$3. \text{ MAIFI} = \frac{\sum_{i=1}^n (C * N_i)}{N_t} \quad \text{Where,}$$

 N_i

C_i - Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the month

N_i - Connected load of ith feeder affected due to each interruption

N_t - Total connected load at 11KV in the Distribution Licensee's supply area

n - number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month

4. The Licensee shall propose the target level of these indices annually while submitting ARR. The Commission would accordingly notify these indices.

(7) **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance (VU) shall be computed in the following manner

$$\text{Voltage Unbalance} = (VH - VL) / VH$$

Where VH and VL are highest and lowest phase Voltages for LT system or highest and lowest phase Voltages for HT & EHT systems

(8) **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued not greater than 10% for year 2007-08, 5% for year 2008-09, 2% for year 2009-10 and 1% for 2010-11 and thereafter

(9) **Faulty meters:** The Licensee shall maintain the percentage of defective meters to the total number of meters in service, not greater than 3%

(10) **Minimise electrical accidents:** Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's performance.

(11) The Summary of Overall performance standards is as follows:

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas
Period of scheduled outage	
Maximum duration in a single stretch	
Restoration of supply by 6:00 PM	At least 95% of cases resolved within time limit

Service area	Overall Standard of Performance
Continuity Indices	
SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within range as per IIGC
Voltage Unbalance	Maximum of 3% at point of commencement of supply
Percentage billing mistakes	Not exceeding 10% for year 2007-08 7% for year 2008-09 2% for year 2009-10 and 1% for 2010-11 and thereafter
Percentage faulty meters	Not exceeding 3%.

SCHEDULE -III

9 Guaranteed Standards of Performance and Compensation to Consumers in Case of Default

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
1. Billing			
First Bill	Within 4 billing cycles	2% of the billed amount subject to maximum of Rs. 100/- up to 31.3.2008 10% of the billed amount subject to maximum of Rs. 250/- beyond 31.03.2008	Not Applicable
In case bills are raised even after disconnection on consumer's request		Rs. 250/- for each case	
2 Transfer of consumer's connection and conversion of services			
Change of consumer's name due to change in ownership/occupancy for property	Within 2 billing cycles of acceptance of application		
Transfer of consumer's name to legal heir	Within 2 billing cycles of acceptance of application		
Load reduction	30 days after receipt of the application	Rs. 50 for each day of default	Not applicable
Change of category	Within 10 days of acceptance of application		

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer

3. Disconnection/ Reconnection of supply

Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 5 days of receiving such request.		
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.	Rs. 50 for each day of default	Not applicable

4. Meter complaints

Testing of meter	Within 15 days of receipt of complaint	Rs. 25 for each day of default	Not applicable
Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 3 days	Rs. 50 for each day of default	Not applicable
Replacement of defective meter	Within 15 days of declaring meter defective	Rs. 50 for each day of default	Not applicable

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
5. Power supply failure			
Fuse blown out or MCB tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas		
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas	Rs. 10 for each hour of default	Rs. 5 for each hour of default to each consumer affected
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours		
Distribution transformer failed/burnt	Replacement of failed transformer within 48 hours	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected
HT mains failed	Rectification of fault within 12 hours		
Problem in grid (33 kV or 66 kV) substation	Repair and restoration of supply within 48 hours	Rs. 200 for each day of default	Rs. 100 for each day of default to each consumer affected
Failure of Power Transformer	Rectification to be completed within 15 days	Rs. 500 for each day of default per day	Rs. 250 for each day of default to each consumer affected

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
6. Voltage fluctuation				
Local problem	Within 4 hours			Rs 25 for each day of default to each consumer affected
Tap of transformer	Within 3 days	Rs. 50 for each day of default		
Repair of distribution line / transformer capacitor	Within 30 days		Rs. 50 for each day of default to each consumer affected	
Installation & Up-gradation of HT / LT System	Within 90 days	Rs. 100 for each day of default		
Damage to consumer's apparatus due to Voltage fluctuations*	Immediate		Repair charges subject to a maximum of Rs 500/- per apparatus	

Note:

(1) Compensation stipulated in Sr. no. 1 to Sr. no. 4 shall come into effect from 1st October, 2007 and in Sr. no. 5 & 6 shall come into effect from 1st April 2008
 (2) * If apparatus of more than one consumer in close neighborhood are effected

10 Manner of payment of compensation amount:

- 1) The Licensee shall register every complaint of a consumer regarding nature of power supply, quality of power supply, meters, bills etc., at the Centralized Call Center or Complaint Centers, Commercial Manager and intimate the complaint number to the consumer.
- 2) The Licensee shall maintain consumer wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.

(3) All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity but not later than 90 days from the date of violation of a Guaranteed Standard. If the Licensee, however, fails to dispense the compensation amount as laid down in Regulation (9) above the aggrieved consumer(s) can approach the respective Consumer Grievance Redressal Forum for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied on licensee for non faithfully implementing regulation on case-to-case basis.

Notification

April 17, 2007

No F 9(16)/RG/UERC 2007, ७० In exercise of powers conferred under Section 18, read with Section 50 of the Electricity Act 2003, and the Electricity (Removal of Difficulties) Order, 2005 and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations.

CHAPTER 1: GENERAL

1.1 Short title, commencement and interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code) Regulations, 2007
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all its consumers in the State of Uttarakhand
- (3) These Regulations shall come into force on the date of the publication in the official Gazette.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the Indian Electricity Rules 1956 and any CEA regulations in this regard.

1.2 Definitions

(1) In these Regulations, unless the context otherwise requires.

- "Act" means the Electricity Act, 2003;
- "Apparatus" means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System;
- "Applicant" means owner or occupier of premises, who makes an application to a licensee for supply of electricity;
- "Area of Supply" means the geographic area within which Licensee is for the time being authorized by his license to supply electrical energy;
- "Assessing Officer" means an officer designated as Assessing Officer by Government of Uttarakhand under provisions of Section 126 of the Act;
- "Authorised Officer" means an officer designated as Authorised Officer by the Government of Uttarakhand under provisions of Section 135 of the Act;
- "Average Power Factor" means the ratio of kWh to the kVAh (kilo Volt Ampere Hour) supplied during the period;
- "Billing cycle" means the period for which the bill is raised;
- "Billing demand" means highest of the following
 - 75% of contracted load
 - or
 - maximum demand indicated by the meter during the billing cycle,
- "Breakdown" means an occurrence relating to the equipments of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning;
- "CEA" means the Central Electricity Authority;
- "Commission" means Uttarakhand Electricity Regulatory Commission;
- "Connected load" means aggregate of the manufacturer's rating of all energy consuming apparatus duly wired and connected to the power supply system of licensee including portable apparatus in the consumer's premises. This shall not include the load of spare power sockets load.

exclusively installed for fire fighting purposes. The load of either water and room heating or room cooling apparatus, which ever is higher, shall be taken into account.

Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorised use of energy.

- n) "Contracted load" means the load in kW/HP/kVA(kilo Watt/Horse Power/kilo Volt Ampere) which the Licensee has agreed to supply from time to time subject to the governing terms and conditions and is different from the connected load;
- o) "Demand charges" means the amount chargeable for the billing cycle or billing period based upon the billing demand in kVA,
- p) "Developer" means a person or company or organization or authority that undertakes development of an area for residential, commercial or industrial use and includes development agencies (like MDRA etc.), colonizers, builders, cooperative group housing societies, associations etc;
- q) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers,
- r) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 157 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector,
- s) "Electricity Rules" means the Indian Electricity Rules, 1956 to the extent saved by the Act or the rules made under the Electricity Act thereafter,
- t) "Energy charges" means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt Hour/kilo Volt Ampere Hour) as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges,
- u) "Extra High Tension (EHT)" means the voltage 33000 Volts and above under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956,

- v) "Electrified Area" would mean areas falling under all municipal corporations, municipalities, municipal councils, town areas, notified areas and other municipal bodies and in villages declared electrified by the licensee/state government;
- w) "Fixed Charges" means the amount chargeable for the billing cycle/billing period based upon contracted load;
- x) "Forum" means the concerned Grievance Redressal Forum established under section 42(5) of the Act, and the Regulations made by the Commission there under;
- y) "Government" means the Government of Uttarakhand,
- z) "High Tension (HT)" means the voltage between 650 volts and 33000 Volts under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956,
- aa) "Left out Pockets" would mean any area within an Electrified Area
 - (A) where the licensee has not laid any distribution mains and the nearest existing distribution mains are at a distance of 201 meters or more.
 - (B) a residential or commercial colony/complex developed or being developed by any developer, in which distribution mains within such colony/complex have not been laid at all or do not have the capacity required to meet the likely load of such colony/complex or is of such sub-standard quality that it does not conform to the safety norms stipulated in the Indian Electricity Rules 1956 endangering life and property;
- bb) "Licensee" means any person licensed under Part IV of the Act,
- cc) "Load Factor" is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the connected load been maintained throughout the same period and shall usually be expressed as the following percentage

$$\text{Load Factor (\%age)} = \frac{\text{Actual units consumed in a given period}}{\text{Connected load in kW} \times \text{No. of Hours in the period}} \times 100$$

dd) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation permissible under the Electricity Rules;

ee) "Maximum demand" means the highest load measured in kVA or kW at the point of supply of a consumer during consecutive period of 30 minutes or as specified by the Commission, during the month;

ff) "Meter" means a device suitable for recording consumption of electrical energy supplied or any other parameter during any specified period and shall include, wherever applicable, other associated equipment such as CT, PT etc. necessary for such recording.
It shall also include any seal or sealing arrangement provided by the Licensee for preventing unauthorised use of electricity

gg) "Occupier" means the owner or person in occupation of the premises where energy is used or proposed to be used;

hh) "Outstanding dues" means all dues pending on said premises at the time of disconnection plus late payment surcharge subject to section 56(2) of the Electricity Act, 2003,

jj) "Premises" for the purpose of these Regulations means land or building or part or combination thereof in respect of which a separate meter or metering arrangement have been made by Licensee for supply of electricity,

jj) "Rural areas" means all areas other than Urban areas,

kk) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main,

ll) "Tariff Order" means the Order issued from time to time by the Commission on Annual Revenue Requirement and Tariff for Licensee and consumer;

mm) "Temporary supply" shall mean:

- (A) Supply of light & fan up to 10 kW,
- (B) Public Address System and illumination loads during functions, ceremonies and festivities, temporary shops etc.,
- (C) Supply of power loads for construction purposes including civil work by all consumers including Government Departments Power for construction purposes for any work / project shall be considered from the date of taking first connection for the construction work till completion of the work / project,

nn) "Theft" shall mean theft of electricity as defined in the Act;

oo) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified area or any other municipal body.

(2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act / Electricity Rules/Tariff Order shall bear the same meaning as in the Act / Electricity Rules/Tariff Order or in absence thereof the meaning as commonly understood in the Electricity Supply Industry.

CHAPTER 2: New and Existing Connections

2.1 New Connections

All applications for new connections in electrified areas on Low Tension shall be dealt with in accordance with the procedure laid down in UERC (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2007. Copy of the same is appended to these Regulations (Appendix 1)

2.2 Procedure for New Connection for Temporary Supply

The Licensee shall deal with the application for temporary supply as follows

- (1) The applicant shall make request for temporary supply in the format prescribed in Annex I to these Regulations along with an amount of Rs 1000 for temporary connection on LT or Rs 10,000 for temporary connection on HT/FHT as advance. This amount shall be adjusted against estimated cost of works.

(2) The Licensee shall issue dated receipt to the applicant. Any deficiencies in the application shall be got corrected immediately at the time of receipt of application. The application shall be considered to be accepted on removal of such deficiencies.

(3) The Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and issue a demand note indicating amount of consumption security as per Table 2.1 below and amount of material security (towards service line, meter, other equipment, etc) based on the estimated cost of works prepared by the licensee within 5 days for LT and 15 days for HT, EHT of acceptance of application. If the connection is not found technically feasible it shall intimate to the applicant in writing within 7 days for LT and 15 days for HT, EHT of acceptance of application giving reason for the same. No connection upto 10 kW shall be rejected on technical grounds.

Table 2.1

Consumption Security (Rs/kW/month)		
Domestic	Non-Domestic	Construction
1500	3000	3000

(4) The applicant shall make the payment in accordance with the demand note within 5 days of receipt of demand note failing which the sanction shall stand lapsed.

(5) On receipt of applicable charges, the Licensee shall carryout the works and energise the connection.

(6) If there are outstanding dues on the premises, temporary connection shall not be given till these dues are paid by the consumer.

(7) Temporary connection shall be granted for a period of upto 3 months at a time which can be further extend depending upon the requirement.

(8) On expiry of the temporary connection the consumption security, after adjusting the unpaid dues shall be refunded by the licensee. Similarly, Material Security shall also be refunded after deducting any damage to material (such as meter, transformer, isolator etc) and dismantling

charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within 15 days from the date of disconnection failing which an interest as per Regulations 2.3.1 (4) below shall be payable by the licensee.

- (9) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

2.3 Existing connections

2.3.1 Additional Security Deposit

- (1) The licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to estimated average consumption of 2 billing cycle or the existing security deposit with the licensee, whichever is higher as security deposit towards any delay or default in payment.
- (2) Based on such review, if the security deposit falls short by not more than 10% of the existing security deposit, no claim shall be made for payment of additional security deposit. In case the security deposit falls short by more than 10% of the existing security deposit, the licensee shall issue the demand in the ensuing electricity bill.
- (3) If existing security deposit is found to be in excess of more than 10% of the required security deposit, refund of the excess amount shall be made by adjustment in the ensuing bills.
- (4) Existing security deposit along with additional security deposit as above shall then become current security deposit and interest as prescribed by the Commission from time to time shall be payable on the security deposit available with the licensee.
- (5) Assessment of additional security deposit shall be done once a year in the month of April.

(6) The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the Licensee, as and when arises shall be made through maximum of three electricity bills without any other formalities.

2.3.2 Transfer of Connection

The Licensee shall deal with the application relating to transfer as prescribed below:

2.3.2.1 *Change of consumer's name due to change in ownership/occupancy of property*

- (1) The applicant shall apply for change of consumer's name in the format prescribed at Annex II to these Regulations along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property. NOC from previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The change of consumer's name shall be effected within two billing cycles after acceptance of application. Any old dues on the property shall be payable by new consumer as per provisions of section 56 (2) of the Act.
- (2) In case NOC from the previous occupant is not submitted application for change of name shall be entertained only if security deposit as stipulated in this Regulation is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned.
- (3) If the change of consumer's name is not effected within the said two billing cycles, compensation as specified in LERC (Standards of Performance) Regulations, 2007 shall be paid by the Licensee.

2.3.2.2 *Transfer of consumer's name to legal heir*

- (1) The applicant shall apply for change of consumer's name in the format prescribed at Annex III to these Regulations with a copy of latest bill duly paid. The application shall be accepted on showing valid proof of

legal heir ship like Registered Will, Succession Certificate, Mutation in municipal/land records etc. The change of consumer's name shall be effected within two billing cycles after acceptance of application. Any old dues on the property shall be payable by new consumer as per provisions of section 56 (2) of the Act.

- (2) If the change of consumer's name is not effected within the said two billing cycles, compensation as specified in UERC (Standards of Performance) Regulations, 2007 shall be paid by the Licensee

2.3.3 Change of category

- (1) The applicant shall apply for change of category on the format prescribed at Annex IV to the Regulations.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of application
- (3) The Licensee shall inspect the premises to verify and shall change the category within 10 days from the date of receipt of application
- (4) Change of category shall be effective from the date of approval of the application. Billing under changed category shall be from the same date. If the category is not changed within the said period, the consumer shall not be liable for any action on account of unauthorised use of electricity, and if the consumer suffers any loss due to such delay, compensation for the same shall be paid to him as provided in UERC (Standards of Performance) Regulations, 2007.

CHAPTER 3: METERING AND BILLING

3.1 Metering

3.1.1 General

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act.

- (2) The Licensee shall use meters complying with the CEA regulations referred at sub-regulation (1) above for energizing a new connection or for replacement of meter. The consumer, if he so desire, may procure meter conforming to the CEA regulations referred in sub-regulation (1) above but the Licensee shall test, install and seal the meter.
- (3) Licensee will have the option of installing the meter inside the consumer's premises or outside out side the premises such as on pole etc. Where meter has been installed out side the consumer's premises, the responsibility of safe custody of metering unit shall lie with the licensee. Where meter has been installed with in consumer's premises, the responsibility of keeping the meter under safe custody shall lie with the consumer.
- (4) It shall be the responsibility of Licensee to maintain the meter and keep it in working order at all times.
- (5) Initial installation and replacement of the meter shall be done by the Licensee in the presence of the consumer or his authorised representative after giving one week's notice. At the time of initial installation and replacement the Licensee shall record the particulars of meter in the Sealing certificate which shall be jointly signed by the Licensee and the consumer. A copy of the sheet shall be issued to the consumer under proper receipt.
- (6) The meter seals shall be in accordance with Regulation (12) of Central Electricity Authority (Installation & Operation of Meters) Regulations 2006 according to which lead seals shall not be used in the new meters. Old lead seals shall be replaced by new seals in a within a period of 1 year from the date of notification of these regulations.

3.1.2 Reading of meters

- (1) The meter shall be read once in every billing cycle. The Licensee shall ensure that meter readings are regularly entered in a card/book kept with the meter of each consumer. Each such entry should be made and

initiated by the meter reader. In case of complaints of incorrect billing, entries made in the past in such cards/note books should be considered sufficient evidence for deciding the matter. **Time of Day (ToD) meters**, wherever installed shall be read only through Meter Reading Instrument (MRI). It shall be the duty of Licensee official reading the meter to check condition of LEDs on electronic meters. In case E 1 LFD indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advice him to get his wiring checked and leakage removed. He shall also inform concerned officer of the licensee about the leakage.

- (2) The consumer shall extend all facilities to the Licensee to read the meter.
- (3) Where meters could not be read because of non-availability of any consumer, licensee may raise a provisional bill, based on the last one year's average consumption of the consumer clearly showing the date when the meter reader went to the consumer's premises to take the meter reading and reason for not being able to do so. All such bills shall be suitably adjusted as and when such meters are read. Such provisional billing shall not continue for more than 2 billing cycles at a stretch and thereafter no provisional bills shall be raised.
- (4) If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a 15 days clear notice to the consumer under proper receipt to keep open the premise for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the licensee shall after expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.
- (5) Licensee shall ensure that no new case of NR shall be added to its billing data base.
- (6) When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence the licensee shall not send any notice/provisional bill to the consumer provided the consumer deposits in advance an amount

sufficient to meet its payment obligations during the period of absence. Consumers choosing to opt for this arrangement shall be issued a pass book showing the amount deposited from time to time, amount adjusted against the electricity dues after each billing cycle and the balance left. On such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This facility shall be available to any consumer if he so wishes.

- (7) If the consumer desires to have special reading taken, the same shall be arranged by the Licensee and the charge at the rate of Rs 25/- for LT consumer and Rs 100/- for HT consumer shall be included in the next bill of the consumer.

3.1.3 Testing of meters

The Licensee shall conduct periodical inspection/testing and calibration of the meters as per Rule 57 of the Electricity Rules in the following manner:

- (1) Periodicity of meter tests - The Licensee shall observe following time schedule for regular meter testing:

Category	Interval of testing
Bulk supply meters (HT)	1 year
LT meters	5 years

CT ratio and accuracy of CT/PT, wherever applicable shall also be tested along with meter.

- (2) Should the consumer dispute the accuracy of the meter he may upon giving notice/complaint to that effect and paying prescribed testing fee, have the meter tested by the Licensee.
- (3) The Licensee shall, within 30 days of receiving the complaint, carry out testing of the meter as per the procedure prescribed herein and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least 2 days in advance.
- (4) The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter

shall be done for a minimum consumption of 1 kWh Optical Scanner shall be used for counting the pulses/revolutions. The meter testing report shall be in the format given in Annex V.

- (5) When the meter is found to be fast beyond limits specified in Rule 57 (1) of the Indian Electricity Rules, 1956, the Licensee/consumer, as the case may be, shall replace/rectify the defective meter within 15 days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of 6 months or less depending on period of installation of meter prior to the date of consumer's complaint and up to the date on which defective meter is replaced/rectified.
- (6) When the meter is found to be slow beyond permissible limits as specified in Rule 57 (1) of the Indian Electricity Rules, 1956 and the consumer does not dispute the accuracy of the test, the Licensee/consumer, as the case may be, shall replace/rectify the defective meter within 15 days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error for a maximum period of not more than 6 months or less depending on period of installation of meter prior to date of test and up to the date on which defective meter is replaced/rectified.
- (7) If the consumer or his representative disputes or refuses to sign the test report the defective meter shall not be replaced and the matter shall be decided, upon the application of either party, by an Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month. The decision of the Inspector or such authorized third party shall be final and binding on the Licensee as well as the consumer.
- (8) The Licensee shall keep record of all such meter tests and submit to the Commission, exception report every 6 months.

3.1.4 Meter not recording

- (1) If the meter is not recording/stuck as reported by the consumer, the Licensee shall check the meter within 30 days of receipt of complaint and if found stuck or identified as defective (IDF) the meter shall be replaced by the Licensee/consumer, as the case may be within 15 days thereafter.
- (2) Where the Licensee observes that meter is not recording any consumption for the last one billing cycle or appears defective (ADF) he shall notify the consumer. Thereafter, the Licensee shall check the meter within 30 days and if the meter is found stuck/stopped the meter shall be replaced within 7 days.
- (3) Where the licensee observes that current reading is lower than the previous reading (RDF), which is possibly due to current reading being less than actual, or previous reading be higher than actual, or old meter having been replaced with new meter. Licensee shall investigate the matter within 15 days and meters found defective shall be replaced in 2 months else correction shall be made in the data base to set his record straight.
- (4) All new case of defective meters namely ADF, RDF or IDF, if any, shall necessarily be rectified within a maximum period of 3 months.

3.1.5 Burnt meter

- (1) In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore connection in 6 hours upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within 3 days. However, if the original meter was provided by the consumer than the new meter shall be arranged by him.
- (2) The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results,

that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc attributable to system constraints, the Licensee shall bear the cost of meter.

- (3) In case upon inspection of the consumer's installation and subsequent testing of the meter, it is established that meter got burnt due to causes attributable to the consumer e.g. tampering, defect in consumer's installation, meter getting wet due to falling of water, connection of unauthorized load by the consumer etc the consumer shall bear cost of new meter in case the original burnt meter was provided by him. In case the meter was provided by the Licensee, the consumer shall pay the cost of new meter.
- (4) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection pending replacement of meter a case of theft of energy shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

3.2 Billing during the period defective/stuck/stopped/burnt meter remained at site

- (1) The consumer shall be billed on the basis of the average consumption of the past three billing cycles immediately preceding the date of the meter being found or being reported defective. These Charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective meter.
- (2) In case the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered) the demand charges shall be calculated based on maximum demand during corresponding months billing cycle of previous year when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month billing cycle of past year is not available, the highest maximum demand as available for lesser period shall be considered.

3.3 Billing

3.3.1 General

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- (3) Delivery of each bill to the consumer shall be effected at least 15 days before the due date for payment of the bill.
- (4) Provisional billing (based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Regulation 3.12(4) shall be followed.
- (5) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears.
- (6) Licensee shall provide complete details in the bill of all arrears

3.3.2 Bill Particulars

The following particulars shall be indicated in the bill

- (1) Consumer name and address.
- (2) Service Connection No. This is the unique consumer identification number, which can be referred to for any communication.
- (3) Name of office of distribution licensee having jurisdiction over the supply.
- (4) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down /compiled in soft form.
- (5) Bill Number.
- (6) Bill Month.
- (7) Bill type - Provisional or Regular.

- (8) Meter Number
- (9) Meter type.
- (10) Multiplying factor of meter.
- (11) Consumer Category.
- (12) Applicable tariff.
- (13) Current Security deposit with the licensee.
- (14) Contracted Load
- (15) Maximum demand during the billing period (only for Industry category consumers).
- (16) Fixed charge/Demand Charge.
- (17) Meter Reading of previous billing cycle In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading
- (18) Current Meter Reading In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading
- (19) Billed Units - This shows the total units consumed for the particular billing cycle In case of TOD meter billed units for each time slot shall be mentioned separately
- (20) Energy charge.
- (21) Electricity Duty.
- (22) Arrear amount.
- (23) Arrear Details - indicating period for which arrears are due energy charges, fixed/demand charges, LPSC electricity duty etc
- (24) Amount payable (rounded off) after the due date- net amount to be paid after the due date.
- (25) Due Date including last date before which the bill has to be paid
- (26) Late Payment Surcharge it is the fee that is charged in case the payment is not made within the due date/ amount payable after due date within one month from due date,
- (27) Amount payable (rounded off) within the due date- net amount to be paid before the due date.
- (28) Amount payable after due date.

- (29) Compensation to the consumer, if any.
- (30) Previous Consumption Pattern (Bill Month, Units, Status) This shows the consumption pattern for last 6 months.
- (31) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted
- (32) Any other information which the licensee deems fit
- (33) Meter Remark- This indicates the meter status.

The following particulars shall be printed at the back of the bill

- (1) Mode of payment and collection facilities
- (2) Telephone no. and address of the Customer Care Centre where the consumer can make a bill related complaint.
- (3) Telephone numbers and address of the Forum constituted
- (4) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn.

3.3.3 Complaint on consumer bills

- (1) In case of any complaint being filed, the licensee shall acknowledge the consumer's complaint immediately, if received in person or within 3 days from the date of receipt if received by post.
- (2) If no additional information is required from the consumer, the licensee shall resolve the consumer's complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint. Till the complaint on the bill is resolved the consumer shall either pay the amount specified in the disputed bill or the amount raised in the provisional bill by the licensee for the disputed period based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

(3) In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee who may furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.

3.3.4 Arrears appearing in bills

- (1) If the arrears appear in a bill for the first time for which payment has already been made within due date, or which are not due to the Licensee the Licensee shall pay to the consumer compensation at the rate of 10% of the arrear amount subject to a ceiling of Rs. 500/-
- (2) In case the said arrears are raised again for the second time compensation at the rate of 15% of the arrear amount subject to a ceiling of Rs 750/- shall be payable to the consumer by the Licensee
- (3) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill(s) the case shall be dealt in accordance with sub-regulation (1) & (2) above
- (4) The compensation mentioned in sub-regulation (1) & (2) shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee
- (5) In case the arrears as mentioned in sub-regulation (1) & (2) appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis
- (6) The provisions of this regulation shall also apply to the bills which have been wrongly raised by the Licensee.

3.3.5 Change of occupancy/vacancy of premises

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling in any and other cases aches certificate from the licensee

- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacating of the premises and the Licensee shall issue No-demand certificate on receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the commercial formalities for change of name, the same shall be affected.

3.3.6 Payment on self assessment by the consumer

- (1) In case of non receipt of bill the consumer may deposit self assessed bill, in the format prescribed in Annex VI to the Regulations for the period for which bill has not been received provided that it is not less than the average consumption of the last three billing cycle. The payment so made by the consumer shall be adjusted in the next bill.
- (2) In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of protest by the consumer.

3.3.7 Advance payment of anticipated bills by consumer

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically he can apply to the Licensee, in the format prescribed at Annex VII to the Regulations.

(2) Consumers choosing to opt for this arrangement shall be issued a pass book showing the amount deposited from time to time, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.

(3) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments Regulation 312 (b) shall be applicable.

CHAPTER 4: Disconnection & Reconnection

4.1 Disconnection on non-payment of the Licensees Dues

(1) The Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to the consumer who defaults on his payment of dues giving him 5 clear days to pay the dues. Thereafter, the Licensee may disconnect the consumer's installation on expiry of the said notice period. If the Consumer does not clear all the dues including arrears within 6 months of the date of disconnection, such connections shall be disconnected permanently.

(2) The Licensee may take steps to prevent unauthorized reconnection of such consumers disconnected in the manner as mentioned above. Wherever Licensee discovers that connection has been re-connected unauthorisedly, Licensee may initiate action as per provisions of Section 138 of the Act. Further in case Licensee discovers that the supply to such premises has been restored through another live connection all the pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per sub-regulation (1) above.

4.2 Disconnection on Consumer's request/Permanent disconnection

- (1) In case consumer desires his connection to be disconnected, he shall apply for the same on the format prescribed at Annex VIII of the Regulations.
- (2) The Licensee shall carryout a special reading and prepare final bill including all arrears up to the date of such billing within 5 days from such request. Upon payment, the Licensee shall issue receipt with 'Final Bill' stamped on it. This receipt shall be treated as 'No Dues Certificate'.
- (3) Thereafter, the Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing.
- (4) Licensee shall not raise any bill after disconnection. In case bills are raised even after disconnection, compensation as specified in the performance standards shall be paid by the licensee to the affected person.

4.3 Reconnection

- (1) In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
- (2) However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.

CHAPTER 5: Theft and Unauthorised Use of Electricity

5.1 Theft of Electricity

5.1.1 Procedure for booking a case for Theft of Electricity

- (1) The Licensee shall publish the list of the Authorized Officers of various divisions, in accordance with Section 135 of the Act prominently display

in all the District Offices and the Photo ID Card issued to such officers shall indicate so.

- (2) An Authorized Officer under Section 135 of the Act, *suo moto* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- (3) The inspection team of the Licensee, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the Authorised Officer shall clearly indicate that he has been nominated as authorized officer as per provisions of Section 135 of the Act.
- (4) The Authorised Officer shall prepare a report giving details such as connected load condition of meter seals, working of meter and mention any irregularity noticed (such as tempered meter, current reversing transformer, artificial means adopted for theft of energy) as per format given in Annex IX.
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
- (6) No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window unless corroborated by consumption pattern of consumer and such other evidence as may be available.
- (7) In case sufficient evidence is found to establish direct theft of energy Licensee shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and within two working days from date of inspection file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act. The licensee shall separately assess the energy consumption for past twelve (12) months as per the assessment formula given in Annex X and prepare final assessment bill on 3 (three, times the rates as per applicable tariff and serve on the consumer under proper receipt.

- (8) In case of suspected theft, the Authorised Officer shall restore the supply through a new meter of appropriate rating. In such cases, the Licensee shall check the connected load at the premises, affix a numbered distinctive seal on the tampered meter and shall also record the particulars of the same in the report. The Authorised Officer shall record reasons of suspect theft in the premises in his report. A copy of meter particular sheet of old and new meters shall be handed over to consumer or his representative.
- (9) The report shall be signed by the Authorized Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt a copy of inspection report must be pasted at a conspicuous place in/ outside the premises. Simultaneously the report shall be sent to the consumer under Registered Post.
- (10) In case of suspected theft/ If consumption pattern for last one year is reasonably uniform and is not less than 75% of the consumption assessed on the basis of connected load and normative consumption as indicated for provisional billing in the tariff order, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 days.
- (11) If the consumption pattern for last one year is less than 75 % assessed consumption as per sub-regulation 10 above a prima facie case of theft is made out against the consumer. The Licensee shall, within fifteen days of inspection, serve on the consumer a show cause notice, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision. The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

5.1.2 Personal hearing in case of suspected Theft

- (1) Within 4 working days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing, if requested by the

consumer. In case, the consumer fails to appear on the appointed date and time, the Licensee may proceed with the matter *ex parte*.

- (2) The Licensee shall give due consideration to the facts submitted by the consumer and pass, within 3 days, a speaking order as to whether the case of theft is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejection of the same.
- (3) In case of the decision that the case of theft is not established no further proceedings shall be required and connection shall be restored through original meter.
- (4) Where it is established that there is a case of theft of energy, the Licensee shall disconnect the supply of the consumer by removing service line, meter etc., and file a case of theft in designated special court as per provisions of Section 135 of the Act. Licensee shall also assess the energy consumption for past twelve (12) months as per the assessment formula given in Annex X and prepare final assessment bill on 3 times the rates as per applicable tariff and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt.
- (5) On receipt of payment of assessed amount and new connection charges as applicable, licensee may re-energize the consumer's connection.

5.1.3 General

While making the assessment bill, the Licensee shall give credit to the consumer for the payments already made by the consumer for the period of the assessment bill. The bill shall clearly indicate the timing, days and place where it is to be deposited. All such payment shall be made only by way of Demand Draft/Bank Pay Orders, Cheques. Promissory notes shall not be accepted.

5.2 Unauthorised Use of Electricity (UUE)

5.2.1 Procedure for booking a case for Unauthorised Use of Electricity

- (1) The Licensee shall publish the list of Assessing Officers of various districts in accordance with Section 126 of the Act prominently in all the

District Offices and the Photo ID Card issued to such officers shall indicate so.

- (2) An Assessing Officer under Section 126 of the Act, *suo moto* or on receipt of reliable information regarding UUE shall promptly conduct inspection of such premises.
- (3) The inspection team of the Licensee shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the assessing officer shall clearly indicate that he has been nominated as assessing officer as per provisions of Section 126 of the Act.
- (4) The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for UUE) as per format given in Annex IX.
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that UUE was found or not. The details of such evidence should be recorded in the report.
- (6) The report shall be signed by the Assessing Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post.
- (7) The Licensee shall within 7 days of date of inspection serve a 7 working days show cause notice giving reasons as to why a case of UUE should not be booked against such consumer. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

5.2.2 Submission of consumer's reply

- (1) Within 7 working days from the date of receipt of inspection report/show cause notice the consumer may submit a reply or deposit

prescribed inspection fee and request the Licensee to do site verification again.

- (2) Within 7 working days from the date of such request, the Licensee shall arrange second inspection of the consumer's premises and shall do site verification.
- (3) Within 7 working days from the date of second inspection, the Licensee shall analyze the case after carefully considering all the documents submissions by the consumer, facts on record and the report of second inspection on consumer's request. If it is concluded that there is no UUE, the case of UUE shall be dropped immediately and the decision shall be communicated to the consumer under proper receipt within 7 working days from the date of taking the decision.
- (4) If it is concluded that there is UUF, the Licensee shall arrange personal hearing with the consumer within 15 days from the date of such decision.

5.2.3 Personal hearing

- (1) Within 4 working days from the date of submission of consumers' reply, the Licensee, if requested by consumer, shall arrange a personal hearing with the consumer.
- (2) Licensee shall give due consideration to the facts submitted by the consumer and pass, within 15 days, a speaking order as to whether the case of UUE is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejections of the same.
- (3) In case UUF is not established further proceedings shall be discontinued and case of UUE shall be dropped immediately.
- (4) Where it is established that there is a case of UUE, the Licensee shall assess the energy consumption for past three (3) months for domestic and agricultural connection and for past six (6) months for other categories as per the assessment formula given in Annex X and prepare

final assessment bill on 15 times the rates as per applicable tariff and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt. The Licensee may, taking into consideration the financial position and other conditions of the consumer extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the speaking order. A copy of the speaking order shall also be handed over to the consumer under proper receipt.

5.2.4 Default in payment of assessed amount or installments thereof.

In case of default in payment of the assessed amount, the Licensee shall, after giving a 15 days' notice in writing disconnect the supply of electricity, remove the meter and service line.

5.2.5 General

- (1) The Licensee shall develop a format for requesting withdrawal of charges on UUE.
- (2) In cases, where the charges on account of UUE are withdrawn *ab initio* the inspection fee for second inspection deposited by the consumer shall be adjusted through subsequent electricity bills.
- (3) The levy of charges on account of UUE shall continue till the cause of levy is removed and verified by the Licensee as per procedure laid down above.

CHAPTER 6: CONSUMER CHARTER SERVICE

- (1) Every Authorised representative of the Distribution Licensee shall visibly display, his name-tag and, if so required by such consumer produce for scrutiny, proof of identify and authorisation of the Distribution Licensee for the purpose of any interaction with a consumer

- (2) The Distribution Licensee should ensure that consumer rights statement as may be specified by the Commission under the provision of Section 181(2)(d) of the Act are available to any consumer on demand, and in downloadable format through its website.
- (3) Besides the Electricity Supply Code and other conditions of supply and Standard of Performance Regulations any other approved Terms and conditions of supply along with the approved schedule of charges and the prevailing approved tariff schedule shall be made available on demand by the Distribution Licensee to any consumer on payment of reproduction charges, at any of the consumer service center/ division office/circle office/ section office/ ward office of the distribution Licensee, as well as in downloadable format through its internet website
- (4) Any terms or conditions of the Distribution Licensee, whether contained in the terms and conditions of supply and, or in any circular order notification or any other document in communication, which are inconsistent with these regulations, shall be deemed to be invalid from the date on which these Regulations come into force
- (5) Every distribution Licensee shall within a period of four months from the date of notification of these Regulations modify and update the terms and conditions of supply and all circulars orders and any other documents or communication relating to the supply of electricity to consumers to make them consistent with these Regulations

Annexure I

Company Name M/s _____

Application for Temporary Connection

Application Number

1	Applicant's Name (In Capital) (Owner/Other)	
	Address House Street Colony/Area Dist. Pin Telephone No. (if any) Mob (if any)	
2.a	Permanent address Pin	
3	Load Applied for (in kW)	
4	Purpose of Temporary Connection 1. Marriage function 2. Construction 3. Thresher 4. Others	
	Temporary Connection period Period From _____ To _____	Date Month Year

Date:

Signature of Applicant

Annexure II

Company Name M/s _____

Application for Change of Consumer's name due to change in
Ownership/occupancy of the property

Application
Number

A | Connection Particular & Existing Connection:

1	Existing Consumer	Book No
		S.C. No.
2	Address at which supply is provided (Billing Address)	Lease Street Colony/Area Distt.
		Pin
3	Name (In Capital) of existing Consumer	
4	Name of the Previous owner of the property	
5	Name (In Capital) of the applicant in whose name connection to be changed	
6	Name of the Present Owner of the property	
7	List of Documents to be enclosed	1. Copy of latest bill duly paid 2. Proof of ownership of property 3. NOC from previous owner for transfer of security deposit

Date:

Signature of Applicant

Annexure III

Company Name M/s _____

Application for Transfer of Consumer's name to Legal heir

Application Number	_____
-----------------------	-------

A Connection Particular of previous Owner:	
1 Existing Consumer	Book No _____ SC No. _____
2 Address at which supply is provided (Billing Address)	House _____ Street _____ Colony/Area _____ Distt _____ Pin _____
Name (In Capital) of Existing Consumer _____	
Telephone No (if any) _____	

B Particular of New Owner:	
2 Name (in Capital) of the applicant in whose name connection is to be transferred	_____
Telephone No _____	Mob _____
E-mail _____	
4 List of	1 Copy of latest bill duly paid
Documents:	2. Copy of Mutation letter/Legal heir 3. NOC from other Legal heir in case connection is to be transferred in the name of one of the Legal heirs

Date:

Signature of Applicant

Annexure IV

Company Name M/s _____

Application for Change of Category:

Application

Number

Present Category of Usage:	Category of usage to be changed to
----------------------------	------------------------------------

1	Name of Consumer (In Capital)	
	Address	House
	Street	
2	Colony/Area	
	Distr	Pip
	Telephone N., if any)	Mob (if any) ..
3	(a) Existing Consumer	Book No. S.C. No.
	(b) Existing Load as per electricity bill (kW/HP)	
4	Change of Category desired	

Date:

Signature of Applicant

METER TESTING REPORT

1. CONSUMER PARTICULARS

Name (In Capital) of consumer

Address

Consumer S.C. No./Book No.

Contracted Load

2. METER PARTICULARS

Meter No.

Size

Dia. No.

Type

C : I Ratio

F : L- LED Status

Rev LED status

3. REVOLUTION/PULSE TEST

Meter Constant....

Load

Reading before test..

Reading after test

No. of Revolution/pulse taken.

Actual Time Taken for the test...

Energy Recorded by meter.

Energy Recorded by Accuchek.

Error...

RESULT

Consumer Meter recorded % Less / More Consumption Need

Replacement/Results are within Limits

Certificate

It is to certify that the testing has been carried out as per the procedure prescribed by the Commission. An external load of .. . kW was used for testing for 1 kWh and total time taken was .. . min. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer

Signature of Company Official

Note: Approximate time taken for test for different external loads is as under

Load in kW	Approximate time in Minutes
1 kW	100
2 kW	50
3 kW	30

Annexure VI

Company Name M/s _____

Application for Self Assessed Bill

Application Number	
-----------------------	--

1	Name (In Capital) of Consumer (Owner/Other)	
2	Address	House _____ Street _____ Colony/Area _____ Distt _____
3	S.C. No/Book No.	Date _____
4	Based on reading (Self taken)	1. Previous Reading _____ 2. Current Reading _____ 3. Net Consumption _____ Amount _____
5	Based on average consumption of last 6 months	Amount _____
6	Mode of Payment	DD/P.O _____ Cash _____

Date _____

Signature of Applicant

Annexure VII

Company Name M/s _____

Application for Advance Payment of anticipated bills

Application
Number

1	Name (in Capital) of Consumer (Owner/Other,			
	Address	House	Street	Colony/Area
2				Distt
	Telephone No (if any)		Pin	Mod
3	S.C.			
	No/Book No.			
4.a	Advance Payment being made:			
4.b	Previous dues (if any):			
4.c	Net Advance Payment			
5	Mode of Payment	Cheque	Details	
		DD/P.O.		
		Cash		

Date:

Signature of Applicant

Annexure VIII

Company Name M/s _____

Application for Disconnection on Consumer's request/Permanent disconnection

Application

Number

Particular of existing owner	
1 Existing Consumer	Book No S.C. No
2 Name (In Capital) of the Consumer	
Address at which	House Street
3 disconnection required	Colony/Area of supply is District Telephone No. if any
4 Date on which disconnection is to be carried out	Post Mob
5 List of Documents	1 Copy of latest bill duly paid

Date

Signature of Applicant

Inspection Report regarding Theft and Unauthorised use of Electricity

Date of Inspection	SI No./Booklet No)
Name of the Consumer	Division
Name of the User	Circle/Zone
Address	S.C. No
	Book No
	Load Details
	Contracted Load
	Billing demand
	Total Connected Load
	Category/Tariff Code

Type of Irregularity

<input type="checkbox"/> Unauthorized Use	<input type="checkbox"/> Suspected Theft
<input type="checkbox"/> Theft	

Meter Details

Status of Seals & Cable

Meter No. Printed:

CT Box Seal No:

Found

Meter No. Draft

Meter Box Seal No:

Found

Reading KWH

Meter Terminal Seal No:

Found

Reading KVAH

Half Seal No:

Found

Reading KVARTH

Autocheck Results

MD.

Working of meter

Found

Power Factor

Working of meter

Found

Size

Working of meter

Found

Type

Working of meter

Found

CT Ratio

Working of meter

Found

Cable Status

Found

Annexure IX (continued)

Shunt Capacitor _____ No. of Shunt Capacitor of _____ rating make _____ found installed in working order to maintain the power factor/ no shunt capacitor found installed Power factor measured lagging. _____

Connected load details

Establishment Type

Working Hours

A and B of Working

(Specific type of factory/shop)

Details of Site

Other Observations by Inspection Team:

Consumer's Name & Signature

Name	_____	_____	_____	_____
Designation	_____	_____	_____	_____

Annexure X

Assessment of Energy in cases of Theft/Pilferage

Assessment of energy in the cases of theft/pilferage shall be done based on the following formula.

Units assessed = $L \times D \times H \times F$,

where L is load (connected contracted load whichever is higher) in kW where kW rate is applicable and in kVA where kVAh rate is applicable.

D is number of working days per month during which theft/pilferage is suspected and shall be taken for different categories of use as below.

a)	Continuous industry	30 days
b)	Non-continuous industry	25 days
c)	Domestic use	30 days
d)	Agriculture	30 days
e)	Non-Domestic (continuous) Viz. Hospitals, hotels and restaurants, gues	30 days
	gues	30 days
	gues	30 days

H is use of supply hours per day, which shall be taken for different categories of use as below:

a)	Single shift industry (day / night only)	10 hrs.
b)	Non-continuous industry (day & night)	20 hrs.
c)	Continuous industry	24 hrs.
d)	Non-domestic (general) including restaurants Hotels, hospitals, nursing homes, guest houses, petrol pumps	20 hrs
e)	Domestic	8 hrs.
f)	Agriculture	10 hrs.

F is load factor which shall be taken for different categories of use as below:

a)	Industrial	60%
b)	Non-domestic	60%
c)	Domestic	40%
d)	Agriculture	100%
e)	Direct theft#	100%

The working hours for the purpose of assessment in the cases of bonafide domestic use for operating domestic water pump, microwave Ovens, washing machines and petty domestic appliances shall not be considered for more than one hour working per day on 100% load factor.

Annexure X (continued)

Assessment of energy in case of temporary connection

In the case of temporary connection the assessment for pilferage of energy shall be done as per the following formula:

$$\text{Units assessed} = L \times D \times H, \text{ where}$$

L = Load (connected, declared connected / contracted load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable

D = No. of days for which supply is used

H = 12 hours

Appendix1

**Uttarakhand Electricity Regulatory Commission
(Release of new LT Connections, Enhancement and Reduction of Loads)
Regulations, 2007**

Notification

February 26, 2007

In exercise of powers conferred under Section 181 read with section 43 and Section 57 of the Electricity Act 2003 and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

1. Short title, Commencement and Application:

1. These Regulations may be called the Uttarakhand Electricity Regulatory Commission (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2007.
2. These Regulations shall come into force on the date of the publication in the official Gazette.
3. These Regulations extend to the whole State of Uttarakhand.
4. These regulations will apply to only LT connections and will cover grant of new connections and of increase or decrease of loads already sanctioned.

2. Definitions

In these Regulations, unless the context otherwise requires:

1. **Developer** means a person or company or organization or authority that undertakes development of an area for residential, commercial or industrial use and includes development agencies like MIDHA etc, colonizers, builders, cooperative group, housing societies, associations etc.
2. **Electrified Area** would mean areas falling under all municipal corporations, municipalities, municipal councils, town areas, notified areas and other municipal bodies and in villages declared electrified by the licensee/state government.
- (3) **Left out Pockets**: would mean any area within an Electrified Area.
 - a. where the licensee has not laid any distribution mains and the nearest existing distribution mains are at a distance of 201 meters or more.
 - b. a residential or commercial colony complex developed or being developed by any developer in which distribution mains within such colony complex have not been laid at all or do not have the capacity required to meet the likely load of such colony complex or is of such sub-standard quality that it does not conform to the safety norms stipulated in the Indian Electricity Rules 1956 endangering life and property.

- (1) "Outstanding dues" means all dues pending on said premises at the time of disconnection plus late payment surcharge subject to section 56(2) of the Electricity Act, 2003
- (2) "Rules" mean the Indian Electricity Rules 1956 or their successor rules framed under Section 53 of the Electricity Act, 2003.
- (3) All words and expressions used and not defined in these regulations but defined in the Electricity Act, 2003 shall have the meaning assigned to them in the said Act

2. Conditions for grant of connections

- (1) The Licensee shall prominently display on its website and in all its offices details of places where applications for new connection are accepted on its behalf the detailed procedure for grant of a new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed will be required and shall be asked for. Security amount and cost of service line to be deposited by the applicant in accordance with Table 1 given in regulation 5(10) of these Regulations shall also be prominently displayed.
- (2) Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the duty of the applicant to verify that the previous owner has paid all dues to the Licensee and has obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before purchase of property the new owner may approach the concerned officer of the Licensee for a such certificate. The licensee shall acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue the "no-dues certificate" within one month from the date of receipt of such application. In case the licensee does not intimate the outstanding dues or issue the "no-dues certificate" within this time new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event the licensee shall have to recover his dues from previous consumer as per provisions of law.
- (3) Where a property has been legitimately sub-divided the outstanding dues for the consumer of energy on such sub-divided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property.
- (4) A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A Licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid nor shall the Licensee demand record of last paid bills of other portion(s) from such applicants.
- (5) In case of demolition & reconstruction of the entire premises or the building, the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed and a new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from the existing connection shall not be allowed for construction purpose in such cases.

(2) A connection will be given to a new consumer only with a correct energy meter as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and the same shall be installed as prescribed in the said regulations.

2. Application for new connection

Any application for release of a new connection shall be submitted along with documents listed below and shall be processed by the licensee as given hereafter:

1. A prospective consumer desirous of obtaining a new electric connection shall make an application to the licensee for this purpose on the prescribed application form given in Annexure 1
2. Prescribed application forms can be obtained free of cost from licensee's sub-divisional office or any other office or the same can be download from the official website of the licensee viz. www.uttaranchalpower.com and www.upc.org or even photocopied
3. The documents required to be submitted along with the application form are given below

[a] Proof of Ownership or Occupancy

The applicant shall submit any one of the following documents as proof of ownership or occupancy over premises for which the connection is required -

- (i) Copy of sale deed or lease deed or copy of the khasta or khataun or
- (ii) Registered General Power of attorney or
- (iii) Municipal receipt or Demand notice or any other related document or
- (iv) Letter of allotment
- v An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises.

[b] Identity Proof

- * If the applicant is an individual, copy of any of following documents shall be furnished as identity proof
 - (i) Electoral identity card or
 - (ii) Passport or
 - (iii) Driving license or
 - (iv) Photo ration card or
 - (v) Photo identity card issued by Government Agency or
 - v Certificate from Village Pradhan or any village level Govt. functionary like Patwari, Lekhpal, village level worker, village chowkidar, Primary school teacher/in-charge of primary health centre etc

- If the applicant is a company, trust, school, college, government department etc, application shall be signed by competent authority like Branch Manager, Principal, Executive Engineer along with relevant resolution/authority letter of the institution concerned etc

[c] Undertaking

An undertaking in the format given in Annexure 1.1 certifying that the wiring and other electrical works in the premises has been done in accordance with the provisions of the applicable Act /rules & regulations.

- (2) On receipt of duly filled application form from the applicant, the authorized officer of the licensee shall check the application form and deficiencies, if any observed in the application shall be got rectified from the applicant immediately
- (3) No application for new connection shall be returned by the licensee for reasons such as "technically not feasible" or due to any material constraint

2. Processing of an application by the licensee

- 1) On receipt of an application form, the licensee shall issue dated acknowledgement of the same
- 2) The licensee shall inspect and test the applicant's installation, as required of him under Rule 47 of IB Rule, 1956, in the presence of the applicant or his representative within 5 days from the date of receipt of the application. Testing of installation shall be done as per procedure laid down in Rule 48 of IB Rules, 1956 and the inspecting officer shall maintain a record of test results obtained in the form given at Annexure 1.2 as required of him under Rule 47 of IB Rule 1956.
- 3) Upon inspection the Licensee finds any defect like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that it is dangerous to life / property etc. he shall intimate the same to the applicant on the spot under proper receipt in the form given at Annexure 1.2
- 4) Licensee shall also record correct and full address of the premises if not provided in the application along with land mark near the property and also pole number from where service connection is proposed to be given. This information is necessary for future meter reading and billing.
- 5) The applicant shall get all the defects removed within 15 days and inform the licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- 6) Upon receipt of information from applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the licensee shall again record the same in the

form given at Annexure 12 and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the licensee he may appeal to the Electrical Inspector whose verdict in the matter will be final and binding.

- (5) Licensee shall also ascertain whether any dues are outstanding on the premises, and if so, the licensee shall issue a demand note within 5 days from date of application giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement.
- (6) If on inspection the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared the Licensee shall sanction the load determined as per predefined unit norms as may be approved by the Commission or the load applied for which ever is higher and intimate the same to the applicant in writing within 5 days.
- (7) In case applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of application the load applied for shall be deemed to have been sanctioned and licensee shall not deny grant of the connection on these grounds.
- (8) Within 5 days from sanction of the load the applicant shall deposit in cash or through demand draft the prescribed charges given in Table 1 below:

Table 1: Service Line Charge and Initial Security

S No	Contracted Load (kW)	Service line charge (Rs.)		Initial Security (Rs./kW)			PTW
		Over- head	Under ground	Domestic	Non- Domestic	Industrial	
1	BPL/Life line (If not covered under Kutch Type or similar scheme of Central/state Government,	100	NA	100	NA	NA	NA
2.	Less than or equal to 4kW	400	800				
2.	More than 4 kW and equal to 10kW	1000	2000				
4	More than 10kW and equal to 20kW	2000	4000	400	1100	1000	100
	More than 20kW and equal to 70kW	5000	10000				
	More than 50kW and equal to 75kW	7500	15000				

The above Service line charges are irrespective of length of the service line actually required.

Charges for the under ground service line include all cost of miscellaneous materials such as GI pipe, bricks, sand, labour etc.

- (iii) Licensee shall review and re-determine the Security Deposit of all existing consumers on 1st of April of every year based on actual consumption recorded during last 12 months. (Bills raised on normative consumption (NR/NA/IDF/ADF/RDF basis shall not be considered for working out required Security deposit) The security required of any consumer shall be equal to the charges payable for the average consumption in 2 months. In case security deposit with the licensee falls short of the required amount as calculated above, the licensee shall raise the bill for such additional security in the next billing cycle. In case the security deposit with the licensee is more than the required amount, the excess security so deposited shall be adjusted in next bill.
- (iv) Interest on this amount will be payable as may be directed by the Commission from time to time.

(2) The licensee shall be under obligation to energise the connection through a correct meter within 30 days from the:

- (a) date of application if no defects or outstanding dues are found
- (b) date of intimation of removal of defects or liquidation of outstanding dues whichever is later

(1) If the licensee fails to provide connection to an applicant within the period specified above, he shall be liable to pay penalty @ Rs 10 per Rs 100C (or part thereof) of the amount deposited by the applicant subject to a maximum of Rs 1000 for each day of default.

(2) Licensee shall submit to the Commission monthly division wise report containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.

(3) In case his connection has not been energized as per these regulations an applicant may lodge a complaint about it with the Commission giving full details such as date of application, date of inspection by licensee etc.

2. New Connections in a Left out Pocket

- (1) If a new connection is required in a Left out Pocket which requires the licensee to extend its distribution mains or to lay new distribution mains or to commission a new sub-station, then the licensee shall inform such applicant the time required to give the supply and the same shall not exceed.
 - (a) 60 days, if only extension of distribution mains is required
 - (b) 90 days, if commissioning of a new sub-station is also required
 - (c) 180 days, if commissioning of new 33/11 kV sub-station is required.

(2) In cases listed above the applicants will be required to deposit in addition to charges specified above in Table 1 above, one time Development Charges given in the Table 2 below

Table 2: Development Charges

S. No.	Contracted Load (kW)	Charges (Rs.)
1	Less than or equal to 4 kW	4000
2.	More than 4kW and equal 10kW	10000
3.	More than 10kW and equal to 20kW	20000
4	More than 20kW and equal to 50kW	50000
5	More than 50kW and equal to 75kW	75000

- Any applicant seeking a new connection in any left out pocket within a period of five years from date of release of first connection in that area shall also pay one time Development Charges listed above. These dates shall be displayed prominently in the places referred to in regulation 31 above. An applicant seeking enhancement in his sanctioned load in any such left out pocket shall pay additional Development Charges calculated after taking into account such charges already paid while seeking the original load.
- Development Charges may be paid to the licensee in lump sum by the developer on behalf of consumers in his area in such manner as may be agreed to between the developer and said consumers or may be paid to the licensee directly by each individual consumer in the area while seeking connections for their premises.
- Apart from the charges prescribed in the Table 1 & 2 above, no other charges such as cost of meter extra cable, processing fees etc. shall be payable by the applicant of a new connection.

3. Procedure for Enhancement / Reduction in Sanctioned Load

- Consumers can enhance or reduce their contracted load anytime once in a financial year.
- For this the consumer will apply to the licensee in the form given at Annexure 2 and available free of cost at licensee's sub-division offices. These forms can also download from the licensee's website.
- A written and dated acknowledgement shall be given to the applicant for receipt of his application.
- A consumer seeking enhancement in load shall pay security and if the service line is required to be changed by a higher capacity line, then also the service line charges as per Table 1 above. Security amount already paid towards the existing load shall be duly adjusted.
- If the reduction in load sought by the consumer involves change of the existing service line, meter etc. then the consumer shall also pay to the licensee the service line charge as per Table 1 above and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bill within the next two billing cycles.

(6). While considering the request for load reduction the licensee shall first verify the said consumer's actual consumption profile. In case the actual consumption pattern indicates that the load actually utilized in the past is higher than that being demanded reduction so sought shall not be permitted and the applicant shall be informed accordingly. Example

For installations where Electronic meter with MDI has been installed

<i>Load Category</i>	<i>Industrial</i>
<i>Sanctioned Load</i>	<i>50 kVA</i>
<i>Load Reduction Requested</i>	<i>35 kVA</i>
<i>Max. demand during last 12 months</i>	<i>40 kVA</i>

Since Max Demand during last 12 months as indicated by MDI was higher than requested reduced load, request not to be acceded to

For installations where meters do not have MDI

<i>Load category</i>	<i>Domestic</i>
<i>Sanctioned load</i>	<i>7 kW</i>
<i>Load reduction requested</i>	<i>4kW</i>
<i>Max. Monthly consumption during last 12 months</i>	<i>600 kWh</i>
<i>Normative consumption for domestic category*</i>	<i>100 kWh/kW</i>
<i>Load calculated on normative consumption</i>	<i>6000 kWh + 7 kW</i>

* Normative consumption as indicated to consumer in the tariff order

Since average load during last 12 months was higher than requested reduced load request for load reduction not to be acceded.

(ii) The sanctioned load shall be enhanced/ reduced within 30 days after receipt of the application requiring such enhancement/ reduction. In case the enhancement/ reduction in load is not affected within the specified period, a penalty of Rs. 700 shall be payable by licensee.

Annexure 1 of Appendix 1

Application Form for New Connection

For office use only

Name of Division			
Name of Sub-division			
Application Number			
Date of receipt			
<p>1 Applicant's Name In Capita letters</p>			
Address at which supply is required		House/Plot	
Street			
Colony/Area			
District			
Telephone No. (if any)		Mobile (if any)	
<p>If applicant is a company or organization or association</p>			
Permanent Address		House/Plot	
Street			
Colony/Area			
District			
Telephone No. (if any)		Mobile (if any)	
<p>If applicant is tenant or occupier</p>			
Address of Owner of property		House/Plot	
Street			
Colony/ Area			
District			
Telephone No. (if any)		Mobile (if any)	
<p>5 Load applied for (in kW)</p>			
<p>6 Plot size and Building area Sq Meters for Domestic & non-domestic connection only</p>			
<p>7 Intended Usage</p>		<p>Tick applicable:</p> <ul style="list-style-type: none"> <input type="checkbox"/> a. Domestic <input type="checkbox"/> b. Non-Domestic <input type="checkbox"/> c. Industrial <input type="checkbox"/> d. Private Tube Well 	
<p>8 If any electricity connection is existing at the premises</p>		<p>Yes No</p>	
<p>9 If yes give the following details</p>			
<p>a) Service connection number</p>			
<p>b) Book number</p>			
<p>11 Nearest Landmark Pole No. Feeder pillar No. Nearest house number (to be filled by the licensee)</p>			
<p>12 List of Document attached</p>		<p>Identity / Address Proof (copy of anyone of the following). Tick any one</p> <ul style="list-style-type: none"> <input type="checkbox"/> a. Electoral Identity Card <input type="checkbox"/> b. Passport <input type="checkbox"/> c. Driving License <input type="checkbox"/> d. Photo Ration Card <input type="checkbox"/> e. Photo identity card issued by Government Agency. <input type="checkbox"/> f. Certificate from village Pradhan/Pradhan or any village level Govt functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/Primary school teacher/in-charge of primary health centre etc 	

1	2	Proof of Ownership/Occupancy (copy of anyone of the following). Tick any one: a. Copy of sale deed or lease deed or copy of the khasra or khatauni or b. Registered General Power of attorney or c. Municipal tax receipt or Demand notice or any other related document or d. Letter of allotment. e. An applicant who is not an owner but occupier of the premises shall along with any of the documents listed in (a) to (d) above also furnish a no objection certificate from owner of premises
	3	Declaration by applicant in the prescribed format

Date :

Signature

Acknowledgement

Received application for new connection for electricity as per details given below:

1) Name of applicant _____

2) Address where Connection is required _____

3) Load Applied for _____

Rubber Stamp

Signature of UPCL representative

Name and Designation

Annexure 1.1 of Appendix 1

DECLARATION /UNDERTAKING

I, _____ son of _____ Resident of _____ (hereinafter referred as "Applicant", which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The _____ a company incorporated under the provisions of the Companies Act, 1956 having its registered office at _____ (hereinafter referred as "Applicant", which expression shall unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at _____ in support of which the Applicant has enclosed a proof of occupancy.

THAT the Applicant has requested UPCL to provide a service connection at the above-mentioned premises in the Applicants name for the purpose mentioned in the application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the UPCL shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify UPCL against all proceedings, claims, demands, costs, damages, expenses that UPCL may incur by reason of a fresh service connection given to the Applicant.
2. That all the Electrical Works done within the premises are as per Indian Electricity Rules and has been carried out by a licensed electrical contractor (In case applicant is owner and wiring in the premises is new)

Or

That all the Electrical Work done within the premises are as per Indian Electricity Rules to the best of our knowledge (where application is for reconnection or applicant is occupier of the premises)

3. UPCL is indemnify against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of UPCL due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
4. To pay the Electricity consumption bills and all other charges at the rates setout in UPCL's Tariff Schedule and Miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
5. To deposit the additional Consumption deposit as revised by UPCL from time to time based on the consumption of the Applicant in preceding year.
6. To abide by the provisions of the Electricity Act, 2003, Electricity Supply Code, tariff orders and any other rules or regulations notified by UERC, as applicable from time to time.
7. That UPCL shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of nay contractual default.

1. To be responsible for safe custody of Meters, CTs, Cables etc. provided by UPCL and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
2. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
3. That the Applicant would let UPCL disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(s) to effect such an order. This shall be without prejudice to any other rights of UPCL including that of getting its payment as on the date of disconnection.
4. That UPCL shall not be held responsible for any interruption or diminution of supply of Electricity.
5. All the above declaration given by the Applicant shall be construed to an Agreement between UPCL and the Applicant.

Signature of the Applicant

Name of the applicant

SIGNED AND DELIVERED
In presence of witness

Name of Witness

Annexure 1.2 of Appendix 1

Test Result Report

(Refer rule 47 & 48 of IE Rules 1956)

(To be filled by representative of the licensee)

Result of Insulation Resistance (to be measured on applying a pressure of 500 volts for one minute between phase conductor and earth) :-

Phase-1 & Earth Phase-2 & Earth Phase-3 & Earth

(i) Between Phase and Earth

Caution: Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.

Certified that an Earth Terminal as required under Rule 33 of IE Rules 1956 has been provided by UPCL and this terminal has been connected with UPCL's earthing system.

Following deficiencies have been found in your Electrical installation. You are requested to remove them within 15 days i.e. by _____ and inform UPCL failing which your request for new connection would lapse:

1- _____
 2- _____
 3- _____
 4- _____

Date: _____

Signature of licensee representative

Name and Designation

(To be filled by applicant)

The testing of the premises has been carried out by licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that UPCL has* / has not* provided an Earth Terminal as per Rule 33 of IE Rules 1956 at the premises and this earth terminal has* / has not* been connected to UPCL's earthing system.

Date _____

Signature of applicant

* Strike out which is not applicable

Annexure 2 of Appendix 1

Application for Load Enhancement/Reduction

Application Number					
Date of application					

Load Enhancement		Load reduction	
Existing Load	Sanctioned Load	Existing Load	Sanctioned Load
Enhanced load requested		Reduced load requested	

Date: _____

Signatures of Applicant

Appendix-2

Abbreviations

Following abbreviations have been used in this code but have not been defined:

- i- V=Volt
- ii- A=Ampere
- iii- W=Watt
- iv- kV=kilo Volt
- v- kA=kilo Ampere
- vi- kWh=kilo Watt Hour
- vii- kVA=kilo Volt Ampere
- viii- CT=Current Transformer
- ix- PT=Potential Transformer
- x- kVAh=kilo Volt Ampere Hour
- xi- kW=kilo Watt
- xii- kVAR=kilo Volt Ampere Reactive

By Order of the Commission

ANAND KUMAR
Secretary
Uttarakhand Electricity Regulatory Commission